The production supervisor is responsible for operations, safety and quality output for items produced. He needs to monitor efficiency and ensure quality output for fulfilling customer requirements.

In order to achieve the above goals, the production supervisor needs to know production line output with accuracy and at a regular frequency. Decreased efficiency may indicate faulty functioning of the equipment. With this information available on the dashboard for review, the supervisor can get the production line checked for proper functioning and get corrective maintenance done, thus ensuring safety and quality production.

On time knowledge of production output will result in timely reporting and will help in analyzing and reviewing current output to help proposing new ideas to improve efficiency.
Being a production supervisor, I like to understand accurate production details, to achieve optimal quality production efficiency.

**About**
- An experienced Production Supervisor overseeing production operations
- Married, 8 years of proven production supervisor experience
- I have experience in using various types of manufacturing machinery
- I need to ensure that manufacturing remains a smooth and efficient process by monitoring employees and organizing workflows

**Responsibilities**
- I am responsible for checking production output according to specifications
- I am responsible for submitting reports on performance and progress
- I am responsible to ensure the safe use of equipment and schedule regular maintenance
- One of my responsibilities included identifying issues in efficiency and suggest improvements
- I am expected to enforce strict quality and safety guidelines as per company standards

**Main Goals**
- Getting accurate output from production lines with minimum time delay
- Ensuring quality and safety parameters are met on all production lines
- Eliminate/Minimize rejected products ratio

**Needs**
- Need to know if production line is giving expected output
- Need to ensure that quality standards are met on each production line
- Need to make sure that safety standards are met as per set parameters (overheating, malfunctioning, faulty equipment need to be reported)
- Need to have accurate overview of efficiency reports in order to suggest improvements

**Pain Points**
- Not able to do future projections quickly because of delay in getting production line output
- Decreased line output may be related to malfunctioning of the machine, which can be a quality and safety issue
As a Production Supervisor, I need a way to get details for all production line outputs accurately without delay, so that I can ensure efficient production satisfying requirements and adhering to all quality and safety standards.
## User Experience Journey – Production Supervisor reviewing report for faulty line:

<table>
<thead>
<tr>
<th>ACTIONS</th>
<th>MINDSET</th>
<th>FEELING</th>
<th>TOUCH POINTS</th>
</tr>
</thead>
</table>
| • Check email in morning  
• Check if there is any faulty production line report                     | • Hope there are no reports for faulty production lines                  | 😊      | • Computer  
• Email                                                                    |
| • Review details for faulty production line  
• Check responsible technician                                          | • I need to quickly check details for maintenance technician to resolve the issue | 😊      | • Plant details for faulty line  
• Company directory for technician contact details                           |
| • Contact technician for maintenance for faulty line  
• Review details for missed production                                    | • I am not able to contact the technician – there are missed production targets | 😞      | • Telephone / Email technician                                                |
| • Delay in reviewing other production lines for ensuring quality output  | • I am not able to review details for other lines till I resolve issue with faulty line | 😞      | • Production reports                                                          |
| • Following up with technician for maintenance for faulty line           | • Good that the technician got the problem resolved                     | 😊      | • Telephone technician                                                        |
| • Preparing / Reviewing daily efficiency and productivity reports        | • Able to review daily reports – and hoping no other faulty lines reported that needs my attention | 😊      | • Production reports                                                          |
Prototype Link in BUILD:
https://standard.build.me/prototype-editors/api/public/v1/snapshots/e6fae543ba6f6a640e1f2dd3/artifacts/latest/index.html#overview_page

Overview Page – Click on ‘M45’ to review details for production line:
(Production line details given on next page)

Production Line M45:
Following details can be analyzed by reviewing M45 Production Line details:
(Refer to next page to review graphical presentations)

- Notifications for high/irregular temperatures shown.
- M45 auto shut off times (temp > 150 degree) are shown on graph
- Missed production details due to auto shut off can be reviewed
- Rejected production details can be reviewed
- Relationship between faulty production line and missed production can be reviewed
Production Line M45:
- Notifications for high/irregular temperatures shown.
- M45 auto shut off times shown on graph
- Missed production details can be reviewed
- Rejected production details can be reviewed
- Relationship between faulty operation and missed production can be reviewed